

OPERATIONS MAINTENANCE CREW SUPERVISOR I

GRADE: 17

FLSA: NON-EXEMPT

CHARACTERISTICS OF THE CLASS:

The Operations Maintenance Crew Supervisor I performs intermediate to difficult skilled trades and intermediate administrative work related to the operation, general maintenance and repair of the streets and rights-of-way infrastructure, and the infrastructure that houses the water distribution, wastewater collection and storm water systems. Instructions are received verbally and in the form of work orders, but the employee must exercise considerable initiative and judgement in carrying out assigned tasks. The employee also must work with broad independence when regularly working on-call in emergency situations related to general maintenance issues. The incumbent must explain specialized information to inside contacts and residents about ordinary and extraordinary situations. Incumbents supervise specialized operations maintenance crews but must supervise other general maintenance crews during emergency situations.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Maintains streets and infrastructure in the right-of-way including infrastructure that houses the water distribution system and wastewater collection system.
- Maintains, streets; sidewalks; curbs and gutters; parking meters; masonry; storm drain inlet structures.

- Responsible for sign fabrication and installation, street markings, leaf collection, snow removal, ice control, and clean-up of the City rights-of way after snow and ice events, hurricanes, storms or other weather conditions.
- Determines source of problems and obtains and allocates materials for the resolution of problems.
- Clean and maintain storm water system and repair structures and pipes.
- Plans, organizes, supervises and participates as necessary in the inspection of various types of facilities and equipment such as water and sewer lines and appurtenances, pumping stations and water towers for proper functioning of sewage and water pumping controls and equipment and resolves any recognized problems.
- Communicates daily with the Operations Maintenance Assistant Superintendents on work plans and priorities.
- Dispatches employees, equipment and materials to various work and repair sites in accordance with preconceived programs and policies.
- Maintains records of work orders, cost sheets and incident reports on property damage and employee injuries.
- Receives work orders, complaints and repair calls and takes appropriate action.
- Meets with citizens to evaluate requests for services or complaints and takes appropriate action.
- Advises management on any work which has a significant impact on the budget, environment or the citizens.
- Reports sewer overflows to the Maryland Department of the Environment and completes all necessary paperwork.
- Administers time sheets, leave slips, time cards and performance evaluations of subordinates.
- Performs duties and ensures that others perform duties in a safe and healthful manner.
- Performs other duties as required and assigned.

QUALIFICATIONS:

Required Training and Experience:

Possession of a High School Diploma or GED equivalent and four years of progressively responsible experience in work affording a familiarity with varied maintenance operations and systems. Additional education may be substituted for up to one year of the experience. Possession of an appropriate driver's license valid in the State of Maryland. Possession of (or ability to acquire within 12 months or as determined by the City) a Water Distribution and Wastewater Collection Certificate and a Bacteriological Sample Collectors permit issued by the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the occupational hazards and safety precautions and conduct necessary for the proper operation of equipment to ensure safe work

around mechanical, electrical and hydraulic equipment, and in close spaces subject to the accumulation of gases, fumes, dirt and noise.

- Considerable knowledge of the materials, methods, techniques, tools and equipment used in varied public utilities maintenance and repair activities.
- Working knowledge of the principles involved in the operation of building maintenance procedures.
- Ability to plan, organize, make decisions, and solve problems to provide essential City services.
- Ability to and effectively supervise the work of a group of unskilled and skilled workers in a manner conducive to full performance and high morale.
- Ability to adapt available tools and repair parts to specific repair problems.
- Ability to work independently and to maintain a schedule of preventive maintenance.
- Ability to establish and maintain effective working relationships with superiors, subordinates, other departments and employees, contractors, property owners and the general public with regard to policy of the division.
- Ability to read and work from construction plans, sketches, drawings and work orders.
- Ability to make decisions recognizing establishing precedents and practices and to use resourcefulness in meeting new problems.
- Ability and sufficient physical strength to do strenuous manual work for long periods of time under varying weather conditions.

NOTE: Employees who have completed their initial probationary period and who have received their Water Distribution and Wastewater Collection certifications, will move to the Operations Maintenance Crew Supervisor II position in the pay period immediately following receipt of proof of certifications by the Human Resources Department.